

AMENDMENTS TO THE ABSTRACT

The Abstract is amended as follows:

~~A telephone or other communications device may be identified by a telephone number based on a home area (e.g., "NPA" or area code). In one example of an embodiment of the invention, when~~ When a caller is traveling with a cellular telephone, for example, the caller may call calls an information assistance service ~~to provide information about the place being visited. Based on the location of the originating switch, the call may be is~~ routed to the call center closest to the caller based on an identifier such as an ANI. Sometimes, the call ~~is first routed to a call center closest to the phone's home area. In this case, the~~ The call center receives from the signaling stream associated with the call a caller location identifier or an originating switch identifier, which identifies the caller's location or vicinity. If another call center is closer to the caller than the first call center, the first call center reroutes the call to that closer call center. ~~The invention allows an information assistance call to be routed to a call center closest to a caller's location rather than to the call center closest to the home area.~~ This routing method may be advantageous when a caller is traveling and wants to have an operator local to the caller's location handle the call, for example. Other methods and systems are also disclosed.